

Best Practice Strategies For Rostering And Scheduling

Minimising your costs whilst maximising performance, improving
production, efficiency and safety

Who Should Attend?

- Production Managers/Supervisors
- Process Supervisors/Superintendents
- Shutdown/Turnaround Supervisors
- Breakdown Managers
- Shift Supervisors/Engineers/
Superintendents
- Operation Managers/Supervisors
- Planning Superintendents
- Shift Superintendents
- Maintenance Managers/Supervisors
- Plant Managers/Supervisors
- Safety Co-ordinators
- OH&S Managers
- Employee Relations Managers
- Human Resource Managers
- Scheduling Managers

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Attend This Highly Practical Training Programme And Be Able To:

- Establish schedules that increase workplace productivity,
reduce costs and improve employee relations
- Identify the hidden costs associated with your schedules
- Analyse your business, employee and health/safety needs
- Answer all your scheduling questions
- Maximise utilisation of equipment and labour resources
- Evaluate scheduling solutions from different industries
and operations
- Understand the benefits of various strategies and
methodologies for implementing and managing change in
a shift-work environment

18 – 22 March 2006

J W Marriott Hotel, Dubai, UAE

Dear Planning and Shift-work Professional,

Do your work shift schedules satisfy your business, employee and health/safety requirements?

Often, schedules are inherited from predecessors or copied from another operating site within the same industry. As workload requirements change over time, these schedules are rarely modified or updated to satisfy these new requirements.

When schedules are not designed to meet site-specific needs managers, superintendents, supervisors, team leaders and employees spend too much time trying to make their workload fit into a schedule that does not work. Inefficient schedules reduce the utilisation of key operating equipment, require additional labour resources, create additional costs and can cause mistakes and accidents.

Operating schedules affect many parts of a business. IIR's **Best Practice Strategies For Rostering And Scheduling** is designed to provide insight and direction to significantly improve your current schedules.

Together with your expert programme director, Jim Huemmer, you will address your current scheduling issues and goals to create your own improved practical schedules that can be utilised immediately. To better understand the impact of different schedule models, you will also explore various case studies from other industrial sites.

Designing shiftwork schedules is a very specialised area of work. We encourage you to join us for this unique learning experience.

Jim and I look forward to welcoming you in March.

Yours sincerely,



Chantelle Meltz
Conference Manager

P.S. Bring in your current rosters in order to get individual evaluations.

Meet Your Expert Programme Director



James Huemmer (Jim) is Director of Shiftwork Solutions. Shiftwork Solutions is a specialist consulting firm focusing on the design and implementation of work shift schedules. Shiftwork Solutions has offices located both in Australia and the United States.

Jim has been designing schedules for over 15 years, working directly with management teams, shiftworkers and other parties to obtain their input. Jim has developed solutions for hundreds of different organisations all over the world. His experience includes designing schedules for all industries including; refineries, maintenance operations, manufacturers, IT service providers, power station control centres, mining operations, airlines, shopping centres, casinos, call centres and even doctors in hospitals. Jim is also a former shift worker and brings a unique perspective of practical experience and specialist knowledge to this training programme.

Programme Methodology

During this programme you will be asked to focus on the business, employee and health/safety needs of your respective work area(s). This information will be used to evaluate the performance of your current rosters and to design alternatives that better satisfy your needs.

IMPORTANT NOTE

To make this learning experience as beneficial as possible, you are requested to bring copies of your current rosters and if possible, workload information that indicate fluctuations in demands for equipment and labour resources. Other useful information includes copies of employment agreements or other documents describing any work and pay rules for hours of work.

Programme Objectives

This training programme will demonstrate proper scheduling principles and other considerations for schedule design. During the programme, you will take a step-by-step approach to examine the key factors of evaluating different schedules and work practices.

This programme will be highly interactive, will focus on specific schedule interests identified by you and provide options and strategies to address existing scheduling issues. To understand the impact of different schedule models this programme will also share examples and experiences from other industrial sites.

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18 – 22 March 2006

Programme Timings: Registration and coffee will be at 08.00. The programme will commence promptly at 08.30 each day with two breaks at appropriate times. The programme will conclude with lunch at 14.30 each day.

Day One – Saturday, 18 March 2006

Schedule Design And Evaluation

- Identify individual scheduling needs and goals (course outline may vary in order to respond to these needs)
- Review symptoms found in inefficient rosters
- Evaluate current schedule performance
- Identify information needs required for schedule design
- Process requirements to achieve proper schedule design and implementation in different industrial and cultural environments
- Current schedule models and hours of work used in different industries

- Reduce absenteeism and turnover through placement of time off
- Review employee preferences/data/trends from shift work database

Day Two – Sunday, 19 March 2006

Business Considerations

- Develop workload profiles that show fluctuations in demands for specific work areas or departments
- Convert workload data into staffing requirements
- Plan for maintenance activities and scheduled shutdowns
- Calculate schedule costs, benefits and opportunities
- Increase production capacity to meet changing or growing workloads
- Identify hidden schedule costs and potential savings
- Build in time and resources to accommodate training, communication and special project workload

Day Four – Tuesday, 21 March 2006

Alternative Roster Designs And Implementing Change

- Develop multiple roster models to address specific business, employee and health/safety needs
- Determine the level of participation from employees and employee representatives
- Set up trial period parameters and conditions
- Develop transition schedules that maintain production
- Design cost neutral conversions of existing work rules and policies, pay and benefits to fit new schedules
- Schedule performance indicators and follow up strategies

Day Three – Monday, 20 March 2006

Business And Employee Considerations

- Strategies for long distance commute operations
- Options to improve crew/team structures
- Shift lengths, shift rotations and permanent shift options
- Systems for providing adequate relief coverage
- Straight time hours, shift premiums and overtime hours
- Built in annual leave options

Day Five – Wednesday, 22 March 2006

Health, Safety And Fatigue

- Schedule considerations to minimise fatigue
- Review and interpret sleep research results
- Evaluate length of work cycles, shift rotations and time off between work cycles
- Impacts on employee sleep patterns
- Distinguish between safety issues and employee preferences for time off and other preferences
- Employee health education and lifestyle considerations

Programme Summary, Evaluation And Close

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FIVE EASY WAYS TO REGISTER

971-4-3352437 971-4-3352438 register@iirme.com

IIR Holdings Ltd. PO Box 21743, Dubai, UAE GCS/IIR Holdings Ltd. PO Box 13977, Muharraq, Kingdom of Bahrain

www.iirme.com/scheduling

WEB BC2096

YES, I want to register for:

<u>Event</u>	<u>Date</u>	<u>Price</u>
<input type="checkbox"/> Best Practice Strategies For Rostering And Scheduling	18 – 22 March 2006	US\$ 3,495 / AED 12,835

Discounts

<input type="checkbox"/> Book on or before 31 December 2005	SAVE US\$ 500	US\$ 2,995 / AED 10,999
<input type="checkbox"/> Book on or before 21 January 2006	SAVE US\$ 250	US\$ 3,245 / AED 11,917

Fees include documentation, luncheon, refreshments and a certificate of attendance.

SIGNIFICANT GROUP DISCOUNTS AVAILABLE!

Contact Rakan Al-Hiraki
Tel: 971-4-3352483 or
email: rakan.al-hiraki@iirme.com

PERSONAL DETAILS

Mr/Mrs/Ms First Name Surname Job Title Department Email

1 st Delegate					
2 nd Delegate					
3 rd Delegate					
4 th Delegate					

To assist us with future correspondence, please supply the following details:

Head of Department				
Training Manager				
Booking Contact				

Company:

Address (if different from label above)

Postcode: Country:

Tel: Fax:

No. of employees on your site:

0-49 50-249 250-499 500-999 1000+

Nature of your company's business:

Yes! I would like to receive information about future events & services via email.

My e-mail address is:

Payments

Please tick if you would like to pay by Visa, Mastercard or American Express.

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Only those delegates whose fees have been paid in full will be admitted to the event. You can pay by company cheques or bankers draft in Dirhams or US\$. Please note that all US\$ cheques and drafts should be drawn on a New York bank and an extra amount of US\$ 6 per payment should be added to cover bank clearing charges. All payments should be in favour of IIR Holdings Ltd.

Hotel & Accommodation Details

JW Marriott Hotel, Dubai, UAE
Tel: 971-4-2624444 Fax: 971-4-2626264

Dubai is extremely busy and failure to reserve your room may result in hotel bedrooms being unavailable.

BOOK NOW by contacting the hotel directly.

Cancellation

If you are unable to attend, a substitute delegate will be welcome in your place. If this is not suitable, a US\$ 200 service charge will be payable. Registrations cancelled less than 7 days before the event must be paid in full.

Avoid Visa Delays – Book Now

Delegates requiring visas should contact the hotel they wish to stay at directly, as soon as possible. Visas for non-GCC nationals may take several weeks to process.